



Terry L. Schwennesen
General Counsel

September 11, 2003

BY HAND DELIVERY & ELECTRONIC MAIL

Ms. Luly E. Massaro, Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02889

Re: Docket 3463 - Report of May 21, 2003 Energy Efficiency Forum

Dear Ms. Massaro:

Enclosed in accordance with Section V. of the Amended Settlement ("Settlement") dated December 17, 2003 and approved by the Commission in Docket 3463 are ten copies of a report to the Commission summarizing a public Energy Efficiency Forum held on May 21, 2003. Under the terms of the Settlement, Narragansett Electric Company ("Company") agreed to sponsor two public DSM forums in 2003 for the purpose of both educating the public about its DSM programs and receiving input from the public about its programs. This report is jointly sponsored by the Company and the signatory parties to the Settlement in Docket 3463 (together, the "DSM Collaborative")

Thank you for your attention to this matter. Please do not hesitate to contact me if you have any questions concerning our report.

Very truly yours,

Terry L. Schwennesen

Enclosures

C: Docket 3463 Service List
Collaborative Members (w/attachments)

**REPORT ON THE
ENERGY EFFICIENCY PUBLIC FORUM
OF MAY 21, 2003**

**FOR
THE NARRAGANSETT ELECTRIC COMPANY**

September 10, 2003



REPORT ON THE ENERGY EFFICIENCY PUBLIC FORUM OF MAY 21, 2003 FOR THE NARRAGANSETT ELECTRIC COMPANY

Summary

This Report provides a summary of the Public Forum on Energy Efficiency conducted for residential customers by The Narragansett Electric Company (“Company”) on May 21, 2003. The forum was designed to educate interested customers about the Company’s energy efficiency programs and to receive feedback on the programs.

Approximately 70 customers attended the forum. Feedback on the forum itself was overwhelmingly positive, and customers were engaged in discussion about program offerings. The following provides details on the planning, customer recruitment, and feedback received.

Forum Background

On page 9 of the Amended Settlement of the Parties in Docket 3463 (“In Re: The Narragansett Electric Company, Demand-Side Management Programs for 2003”), the Parties agreed

...that the Company will implement in 2003 two public forums for the purpose of both educating interested members of the public about its DSM programs and receiving input about its DSM programs. The Company will publish an agenda for each forum and provide notice to the public. In addition, the Company will provide to the Parties and to the Commission a transcript of each meeting. Finally, the Parties agree to submit a report or reports to the Commission summarizing the content of the forum and proposed actions to address feedback received. The purpose of these public forums will not only be to inform the public, but also to receive feedback to evaluate the effectiveness of the Company’s DSM programs.

This report is submitted by the parties to Amended Settlement, who also comprise the Rhode Island DSM Collaborative.

Planning

Preliminary plans for the Forums were developed by the Company. In planning the forums, the Company thought that one of the forums should be dedicated to commercial and industrial customers and the second forum to residential customers. The forum for business customers was held on March 13, 2003. A report on that forum was filed June 26, 2003. The residential forum was held on May 21, 2003, and is the subject of this report.

Customer Recruitment

The forum was scheduled for 7 p.m., May 21, at the Crowne Plaza in Warwick, providing a time and location the Company thought would be convenient for customers. In addition, customers were given additional incentives to attend, including sandwiches, free compact fluorescent lights, and a raffle. A flyer to publicize the event was developed. This is included in Attachment A.

In April, the Company ran a bill message inviting residential customers to the forum. The flyer was sent out to customers who had participated in the last year in the AMP program and the EnergyWise program, about 1,500 customers. Follow-up phone calls were also made.

The flyer was also distributed to the State Energy Office, the Community Action Program agencies, RI Public Utilities Commission, Coalition for Consumer Justice, RI Public Interest Research Group (RIPIRG) and the Environmental Council of Rhode Island. The Warwick Mayor's office was informed about the event and flyers were given to them.

The Company's Communications department staff sent a notification of the public forum to Rhode Island media by forwarding the flyer via e-mail.

Forum Presentations and Oral Feedback

In the evening of May 21, about 70 customers attended the residential customer forum. Customers attended from a number of communities throughout the state, including Bristol, Cranston, Coventry, Cumberland, East Providence, Jamestown, Johnston, Narragansett, Newport, Pawtucket, Providence, Smithfield, South Kingstown, Warwick, West Greenwich, and Wickford.

Company representatives provided the customers with a summary of each residential program component, offering the opportunity for questions after each program was described. At the end of the presentation, there was a discussion session, where the presenters fielded questions from the assembled customers.

Attachment B includes the post-event press release.

Discussion

The discussion session was wide ranging, encompassing three types of questions (items that required follow-up by the Company are described below):

1) Generic energy related questions

- Energy conservation strategies—customers were informed that it's usually always better to turn off lights and appliances, even for a short period of time.
- Energy conserving technologies—water saving toilets, combined a/c-heating units, setback thermostats; efficient lighting for recessed ceiling fixtures

- Residential customer's role to reduce summer loads—Most of peak loads occur before 7 p.m., so the Company's efforts are on commercial and industrial load reduction. If residential customer can keep their air conditioning off until then, it may help keep peak loads below critical levels.
- Time of Use Rates—Narragansett Electric has a time of use rate but the majority of load needs to be shifted to between 9 pm and 7 am and use needs to be a minimum of 30,000 kWh/yr. Most residences would not qualify.

2) Program specific questions

- Program eligibility—Homeowners in single family homes and duplexes are eligible for the 2% EnergyWise Loan; renters are eligible for the programs if they pay the electric bill; income eligibility thresholds for the low income programs; Energy Star Homes have to be new construction or complete rebuilds—additions do not qualify
- Customers who are having trouble paying bills may be able to reduce their use through the AMP program.
- Partnerships—A teacher from a Woonsocket vocational school congratulated the Company for partnering in educating Energy Star builders.

3) Non Program questions

- Renewables—Customers were informed that funding for renewables projects was transferred to the Rhode Island State Energy Office as of January 1, 2003, and that the SEO should be contacted about solar rebates and tax credits

The Company believes the customers who attended came looking for information about energy efficiency and the Company's programs and they were enthusiastic and engaged in the discussion. There was less feedback about specific programs than Company personnel expected, indicating perhaps that the customers who attended were not as knowledgeable as expected about specifics.

Written Feedback

At the suggestion of the Collaborative, the Company developed a customer feedback form to solicit feedback from customers about the forum as well as about energy efficiency program services. Surveys were completed by 48 customers (73% of attendees). Half of the respondents were recruited by the customer letter, with 25% indicating the bill message, a newspaper item, phone call or word of mouth, and 25% not responding. Two-thirds of the respondents live in detached single family homes; about 15% lived in two-family homes and 15% in apartments. About 60% indicated that they had previously participated in one of Narragansett Electric's programs.

The survey included ten statements. Customers were asked to rate the statements from 5 (strongly agree) to 1 (strongly disagree). The table below includes the statement and the average customer score. Most customers scored the statements with either a 4 or a 5; out of 459 individual responses, 71% responded with a five and there were only ten responses to any statement that were scored with a 1 or 2.

Report on the Energy Efficiency Public Forum of May 21, 2003

	Statement	Average Score	# of Responses
1.	Overall, participating in the Forum was beneficial to me.	4.4	47
2.	The Forum was well organized.	4.7	47
3.	The Forum helped me learn or understand some things about Narragansett Electric's energy efficiency programs I did not already know.	4.6	47
4.	The formal presentations were sufficiently detailed.	4.6	47
5.	Narragansett's personnel were well informed.	4.7	46
6.	The Forum provided resources, contacts, and information that I can use in the future	4.8	46
7.	There was enough time for discussion, questions, and answers.	4.8	46
8.	Questions were answered satisfactorily.	4.7	46
9.	I plan to contact Narragansett Electric about participating in its energy efficiency programs	4.6	42
10.	This Forum was a good idea.	4.8	45

On the survey form customers were also given the opportunity to provide additional comments. Nineteen customers provided comments, mostly general comments about the Forum itself or generally about the program. These comments were generally positive; a sample is provided below.

- Convenient location (one commenter expressed a preference for a South County or East Bay location)
- RISE is polite, efficient, and does excellent work
- I have enjoyed considerable savings.
- I enjoyed the Forum
- Forum publicity could be better
- Needed more chairs at Forum
- Have the fixtures for sale at Forum.....Make possible to set up appointments for Energy Wise at forum.
- Time was good for us, but elderly don't drive at night
- Keep up the good work and assistance.
- Thank you for coming to Oakland Beach School.
- Thanks for the food.

Report on the Energy Efficiency Public Forum of May 21, 2003

- I think they could have a donation jar to help people donate to the lower income people.
- Laura [McNaughton, Company Residential program manager] said I shouldn't ask any more questions, this was told to another lady as well. [Ms. McNaughton was trying to make sure everyone had a chance to ask questions and regrets that the customer felt like she was cut off.]
- I think these programs are a good way to help more people live better.
- Thank you for the free light bulbs and refreshments.
- I got some ideas for the energy star program.

The Company has no plans to conduct additional forums in 2003, but, based on the positive feedback, will consider holding forums in 2004. Planning of any future forums will consider these comments.

Customer Suggestions and Issues and Company Response

Customers offered a number of programmatic suggestions at the Forum. The Company will be considering these suggestions in the design of its 2004 programs.

- Offer AC rebates on a regular basis
- Advertise the differences [about] typical e-star products, appliances, and homes.
- Consumer rebates on electric ranges should be offered
- Make smaller bulbs that will fit in smaller fixtures - even nite lights
- Would like the large companies [landlords] to be responsible to use energy wise products
- Discounts for "all electric" homes

A few issues were raised that required Company follow-up. The table below summarizes the issue and the Company response.

ISSUE	FOLLOW-UP
A customer related that her power was shutoff during the winter	Regulations prevent the shut-off of customers during the winter. However, this unfortunate event was delaying turn-on of new service due to non-payment at a previous address. The Manager for Credit and Collections for Narragansett Electric called the customer and explained how regulations were properly met. HE told the customer that she could submit a list of damaged items for the Company's consideration and review, if she desired.
A customer stated that the appliance rebate process was burdensome to customers	The situation described by the customer was true for the rebate program several years ago, but has since been modified; the information the customer complained about is no longer required on the rebate forms. The Company will continue to look into ways to reduce the paperwork burden and make it easier for consumers to participate in mail-in rebate programs.
A customer said they had participated in	The Company said if the customer called the

Report on the Energy Efficiency Public Forum of May 21, 2003

EnergyWise but they didn't recall someone checking out the central a/c system.	EnergyWise number, somebody would come and check it out.
A customer suggested that the Company investigate to see if there was some pattern of customer non-payment of bills and whether a new or existing program could be targeted at these customer segments.	The Company responded that the Appliance Management Program might be a good option for customers having a hard time paying bills, and that it would check with customer service to see if they've done an analysis of non-payment characteristics.
A customer complained about humming from fixtures installed through the EnergyWise program.	RISE, the installation contractor, followed up with the customer on June 19, at the customer's request.
A customer reported that her refrigerator was freezing everything up.	Company suggested that she might want to adjust temperature control in refrigerator, and that she could call EnergyWise for an in-home visit.
Two customers called in after receiving program publicity saying they could not attend but were interested in program information	The customer were contacted and information was sent.

Records

A copy of the presentation material for the Forum is provided as Attachment C, with a transcript of the Forum as Attachment D.

Narragansett Electric Residential Customers

Please join us at the

Energy Efficiency

for Your Home

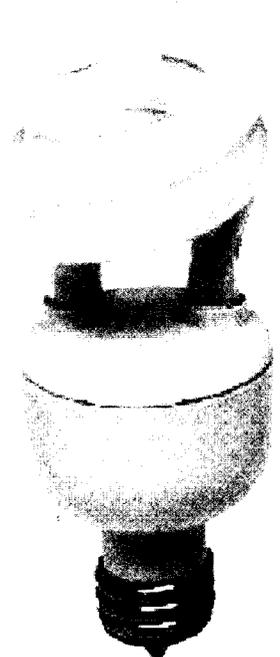
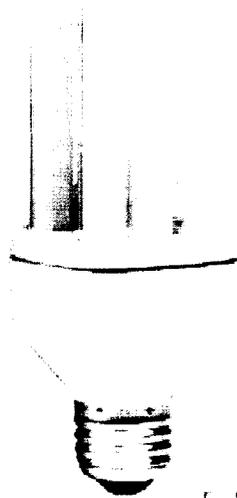
Public Forum

Crowne Plaza, Warwick

Rts 113 & 5, exit 12A off Rt 95

Wednesday, May 21st

7:00 pm



.....
FREE ENERGY STAR® lightbulb
to first registered 100 attendees

FREE Sandwiches, Soda, and Dessert

FREE ENERGY STAR® DOOR PRIZES
.....

LEARN how to save money by saving energy

COMMENT on Narragansett Electric's programs
and help make them better

.....
Please register by calling Narragansett Electric's Providence office
at 401-784-7416 or North Kingstown office at 401-267-6608



Narragansett Electric

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News

CONTACT: Amy Atwood
508-389-2627

RHODE ISLAND RESIDENTS PARTICIPATE IN INTERACTIVE ENERGY EFFICIENCY FORUM SPONSORED BY NARRAGANSETT ELECTRIC

WARWICK, R.I., May 22, 2003 – More than 70 Rhode Island residents learned about Narragansett Electric Company's energy efficiency programs at a free public forum last night at the Crowne Plaza Hotel in Warwick. In addition to hearing about the various programs and how they can save both money and energy, participants had the opportunity to share opinions on the programs and offer suggestions for improvements.

"Public forums such as these are so helpful to both the customer and the company," commented Laura McNaughton, manager of Residential Services for Narragansett Electric. "A customer may discover just the right program to fit his or her needs, while we gain valuable feedback from the people for whom the programs are created."

Some of the energy-efficiency programs offered by Narragansett Electric that were featured include:

- **EnergyWise:** An energy advisor provides information and examines the customer's home. Owners of electrically heated homes receive rebates of up to 75% for insulation and air sealing, while all customers can receive incentives to replace inefficient refrigerators and lighting, and many customers can receive 2% loans for insulation and ENERGY STAR windows.

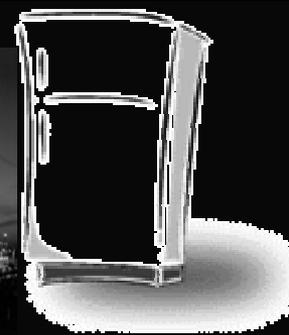
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Energy Efficiency Forum/2

- **Appliance Management Program:** Special services including refrigerator replacements, appliance analysis and education are available to low-income customers to help lower electric bills.
- **ENERGY STAR Homes:** A variety of incentives and technical support are available to help customers build new homes that have lower operating costs, increased durability, comfort, and safety.
- **Residential Lighting:** ENERGY STAR light bulbs and fixtures can be purchased at local stores or through a mail order catalog. Instant rebate coupons for \$2 to \$20 are available at participating retailers. Narragansett Electric subsidizes the cost of the products so that customers can purchase them at significant discounts.
- **ENERGY STAR Appliances:** Special rebates are available for a limited time for customers who purchase certain ENERGY STAR appliances. These include clothes washers - \$100 rebate through July 15, 2003; and room air conditioners - \$25 rebate through May 31, 2003. Rebates of \$50 on all ENERGY STAR clothes washers are available throughout the year.
- **Residential Air Conditioning Program - Cool Change:** A rebate program is available to encourage the purchase of energy efficient, high-quality central air conditioners or heat pumps with the ENERGY STAR label for existing homes.
- **ENERGY STAR Heating Systems:** Rebates of \$500 are available on high-efficiency heating systems, in conjunction with the Rhode Island State Energy Office.

If you were unable to attend the forum but would like more information on these programs, please call Narragansett Electric at 1-800-322-3223.

Narragansett Electric serves 465,000 customers in 38 Rhode Island communities and is an electricity distribution subsidiary of National Grid.



REFRIGERATORS



**Our Customers are
Important to Us**



Narragansett Electric Company

Energy Efficiency for Your Home

Welcome

*Laura McNaughton
Manager*

May 21, 2003

Narragansett Electric

A National Grid Company



Energy Efficiency for Your Home Agenda

- ◆ **Why does Narragansett Electric offer Energy Efficiency Programs?**
- ◆ **Energy savings over time**
- ◆ **Environmental Benefits**
- ◆ **Program Descriptions**
- ◆ **Questions and Answers**
- ◆ **Your suggestions for improvements**



Why does Narragansett Electric offer energy efficiency programs?

- ◆ **Required by state legislation and overseen by the Rhode Island Public Utilities Commission and Narragansett Collaborative**
- ◆ **Helps customers get the most value out of each electricity dollar**
- ◆ **Meets Company's objective of responsibility for the environment**
- ◆ **Creates local jobs and helps RI economy**
- ◆ **Helps keep Rhode Island energy self sufficient**



Programs have saved lots of energy and dollars over time

- ◆ **Since 1992, utility spending in residential efficiency exceeded \$32 million**
- ◆ **More than 299,000 residential customers served**
- ◆ **Customer savings exceeded 86,000 annual MWH and 25 MW**
- ◆ **That's a savings of \$8.6 million per year**



Efficiency Programs Benefit the Environment

- ◆ **Savings in electricity are enough to supply 14,400 homes a year!**
- ◆ **Reduced smokestack emissions since 1992 equal to removing 22,800 cars from Rhode Island roads each year!**
 - ✓ **25,000 Tons Coal Reduction**
 - ✓ **66,000 Tons CO₂**
 - ✓ **270 Tons SO₂**
 - ✓ **91 Tons NOX**



Residential Energy Efficiency Programs

- ◆ **EnergyWise Program**
- ◆ **Appliance Management Program**
- ◆ **ENERGY STAR Homes**
- ◆ **ENERGY STAR – Residential Lighting**
- ◆ **ENERGY STAR Appliances**
- ◆ **Cool Control**
- ◆ **ENERGY STAR Heating Systems**



EnergyWise Program

- ◆ Hot water savers, air sealing, thermostats and insulation in electrically heated houses and apartments.
- ◆ Lighting and refrigerator upgrades are all customers



EnergyWise Program



- ◆ **An energy advisor can provide information and thoroughly examine your home**
- ◆ **Electric homes receive rebates of up to 75% for insulation and air sealing, some customers can receive 2% loans for insulation and ENERGY STAR windows**



Appliance Management Program

- ◆ For income eligible customers
- ◆ Refrigerator replacements, appliance analysis and education, similar to EnergyWise
- ◆ In partnership with Rhode Island State Energy Office and local community agencies



Narragansett Electric

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ENERGY STAR

- ◆ **Narragansett Electric has joined forces with the (DOE) Department of Energy and (EPA) Environmental Protection Agency to promote the ENERGY STAR label**
- ◆ **The ENERGY STAR label is the national symbol for energy efficiency. Look for the label to save energy, money, and reduce air pollution in home appliances, office equipment, homes, programs, and more**



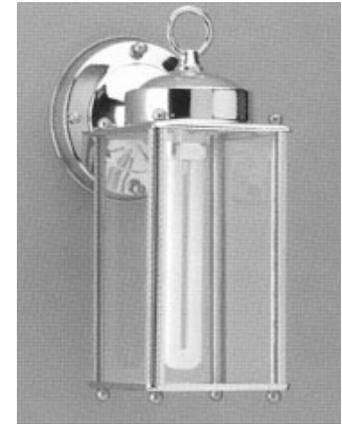
Energy Star Homes

- ◆ **State-of-the-art homes designed for energy efficiency and comfort**
- ◆ **Nationally recognized new construction program for greater value, lower operating costs, increased durability, comfort and safety**
- ◆ **Incentives and technical support**



ENERGY STAR – Residential Lighting

- ◆ Instant rebate or direct price reduction for bulbs (\$2-\$4) and fixtures (\$10 - \$20) are available at participating retailers
- ◆ One 20 watt ENERGY STAR bulb will save \$35 over its lifetime, compared to a 75 watt incandescent with the same light output.
- ◆ Also available through mail order catalog



ENERGY STAR Appliances

- ◆ **Special rebates for short time**
 - **Clothes washers \$100 thru 7/15**
 - **Room Air Conditioners \$25 thru 5/31**
- ◆ **Clothes Washers, \$50 throughout year on all ENERGY Star models**



Cool Choice

Central Air Conditioning and Heat Pumps

- ◆ **Rebates of \$370 for equipment which meets 11.0 EER and 8.0 HSPF (Heat Pumps)**
- ◆ **Rebates of \$550 for equipment which meets 12.0 EER and 8.5 HSPF (Heat Pumps)**
- ◆ **Your system will be properly sized and installed**



ENERGY STAR HEATING SYSTEMS

- ◆ Rebates available on high efficiency heating systems, \$300 - \$500
- ◆ Rebates are not always available and the amounts may vary
- ◆ In cooperation with the Rhode Island State Energy Office



Energy Efficiency for Your Home

Questions and Answers

Your suggestions

Thank you so much

Narragansett Electric

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STATE OF RHODE ISLAND
AND PROVIDENCE PLANTATIONS

IN RE:
NARRAGANSETT ELECTRIC
COMPANY DEMAND SIDE
MANAGEMENT RESIDENTIAL
PUBLIC FORUM
-----/

MAY 21, 2003
7:00 P.M.

CROWNE PLAZA HOTEL
WARWICK, RI

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1 (COMMENCED AT 7:06 P.M.)

2 MR. NEWBERGER: Hi, everybody. My name
3 is Jeremy Newberger; and I work on Narragansett
4 Electric's energy efficiency programs. And I
5 want to welcome you all to our public forum on
6 energy efficiency for your homes.

7 This is Narragansett's second public
8 forum of the year. The first one was in March
9 for commercial and industrial customers. And it
10 snowed on that date. We still had a very good
11 session with lots of good feedback from our
12 customers. We were going to schedule this
13 session for the summer when the weather was going
14 to be better; but we figured if the weather was
15 too good nobody would show up. So we arranged
16 for the weather to be sort of good and sort of
17 bad. And we're really encouraged by the turnout;
18 and we're looking forward to a lot of good
19 exchanges.

20 One of my jobs is to be the liaison
21 between Narragansett Electric and the Rhode
22 Island Demand-Side Management Collaborative. The
23 Collaborative and Narragansett Electric work
24 together to design the energy efficiency programs

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1 that we're offering to you this year.

2 There are members of the Collaborative
3 here today; and I want to introduce them. The
4 Collaborative members are the Coalition for the
5 Consumer Justice; there's TEC-RI, Bill Gilmore is
6 here from TEC-RI, you can raise your hand or
7 wave; the Rhode Island Public Utilities
8 Commission, Doug Hartley is here from the Rhode
9 Island PUC; the Rhode Island Division of Public
10 Utilities and Carriers, and Bill Lueker is here
11 from the Attorney General's Office representing
12 the Attorney General's Office and the Division;
13 and the State Energy Office, and Janice
14 McClanaghan is there in the back of the room from
15 the State Energy Office.

16 The program tonight will be an overview
17 of Narragansett Electric's energy efficiency
18 programs for your home followed by a discussion
19 session. We expect the session -- forum to last
20 until about 8:30; but we'll stay here to answer
21 all of your questions. We have a stenographer
22 here in the corner to record the proceedings for
23 the Rhode Island Public Utilities Commission,
24 who, like us, are very interested in hearing what

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1 you have to say.

2 If you have clarifying questions during
3 the presentation, go ahead and ask them. Please
4 identify yourself by name and town for the
5 stenographer. Please hold other longer
6 discussion questions until the end when we have
7 the discussion session.

8 We have a roving microphone here too.
9 If you have a question, we'll get it to you.

10 Other housekeeping items, just a few
11 things. We'll be -- in addition to the verbal
12 feedback, we want to get from you -- we'll be
13 handing out -- you have a question already.

14 MS. McNAUGHTON: No. No. I'm giving
15 it to someone else.

16 MR. NEWBERGER: We'll be handing out
17 surveys, evaluation surveys before the Q and A
18 session, and, well, we hope that you'll take the
19 opportunity to fill them out and leave them in
20 the back before you go. As a matter of fact,
21 we're going to be holding the raffle after you
22 turn in your surveys. So that's another
23 incentive to fill out the surveys. If you're
24 looking for the restrooms, they're outside that

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1 door to the left and then to the left again down
2 the hall. And I think the reports are there's
3 still plenty of food outside if you're still
4 hungry. With that, I'd like to turn this over to
5 Laura McNaughton, the manager of Narragansett's
6 residential energy efficiency programs.

7 MS. McNAUGHTON: Thanks, Jeremy. So
8 following up on what Jeremy said, if it had been
9 a gorgeous night tonight, how many people would
10 not have come? Raise your hands. Good. So the
11 weather was perfect.

12 Well, we really appreciate it so much
13 that you're here tonight. We really appreciate
14 you taking the time. It's very helpful for us to
15 get feedback on the energy efficiency programs;
16 and we also want to answer any questions that you
17 might have.

18 As you can see from our overhead here,
19 our customers are very important to us,
20 Narragansett Electric. You are the reason we
21 exist. We're very proud to be providing
22 electricity to you and also very proud to have a
23 full range of energy efficiency programs. And
24 that's what we're going to talk about.

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1 Okay, welcome again. And I'm Laura
2 McNaughton, and today's May 21st.

3 This is the agenda for tonight: "Why
4 does Narragansett offer energy efficiency
5 programs?" Lots of times people say, you know,
6 "You sell electricity, why would you want people
7 not to use it?" So we're going to talk about
8 that a little bit, talk about some of the energy
9 savings over time, talk about the environmental
10 benefits, talk specifically about the programs,
11 have questions and answers. And we're very
12 interested in your suggestions for improvements.
13 So if you have a suggestion for a specific
14 program or whether you feel like we're not
15 meeting a need that you have or that's in the
16 community, it would be really helpful for us to
17 hear about it.

18 So why does Narragansett Electric offer
19 energy efficiency programs? The first reason is
20 it is required by State legislation. And as
21 Jeremy mentioned, the programs are overseen by
22 the Rhode Island Public Utilities Commission and
23 also the Narragansett Collaborative.

24 There are a few seats over here, over

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1 there.

2 Another important reason for the energy
3 efficiency programs is it helps our customers get
4 the most value for each energy dollar. Also, it
5 meets Narragansett Electric's objective of
6 helping to be responsible for the environment and
7 being good environmental stewards. The energy
8 efficiency programs create jobs and help the
9 Rhode Island economy, and they also help keep
10 Rhode Island energy self-sufficient. And I'm
11 sure there are other reasons as well; but those
12 are the ones that we thought of so far.

13 So over time the programs have really
14 saved lots of energy and dollars. And since 1992
15 we spent more than \$32 million for residential
16 energy efficiency. We've served 300,000
17 residential customers. So not as many as
18 McDonald's; but we're trying to get out to as
19 many customers as we can. The savings have
20 exceeded 86,000 megawatt hours per year, also 25
21 megawatts. And that's a savings in customers'
22 pockets of about \$8.6 million per year. So we
23 think that's a benefit.

24 And there also are environmental

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1 benefits as well. The savings in electricity are
2 enough to supply 14,400 homes per year. They
3 also -- we also have significantly reduced smoke
4 stack emissions. Since 1982 it's the equivalent
5 of removing 22,800 cars from Rhode Island roads
6 every year. It's 25,000 tons of coal, 66,000
7 tons of carbon dioxide, 270 tons of sulfur
8 dioxide, 91 tons of nitrogen oxide. So, again,
9 by using electricity more efficiently, not
10 needing to produce as much, we can help decrease
11 the amount of pollution in this state as well.

12 These are the residential energy
13 efficiency programs we're going to talk about
14 tonight. When you walked in, hopefully you got
15 this, which talks about the programs, has the
16 phone numbers. Could somebody maybe get some of
17 these. And if you didn't get it, we'll just pass
18 it around and make sure everybody's got them. So
19 that's what we're going to talk about tonight. A
20 little short description, and I'm going to go
21 through it here. We're going to talk about the
22 Energy Wise Program, Appliance Management
23 Program, Energy Star Homes, Energy Star Lighting,
24 Energy Star Appliances, Energy Star everything,

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1 Cool Choice, and Energy Star Heating.

2 Before we do that, though, I have a
3 couple of questions. I just want to get a sense
4 of who's in the audience. How many people here
5 actually live in Warwick?

6 How many people live in Providence?

7 Okay, one.

8 Anybody from Cranston?

9 UNIDENTIFIED VOICE: Pawtucket.

10 Ms. McNAUGHTON: Okay. People from
11 Pawtucket.

12 UNIDENTIFIED VOICE: Smithfield.

13 UNIDENTIFIED VOICE: Johnston.

14 UNIDENTIFIED VOICE: Narragansett.

15 UNIDENTIFIED VOICE: Scituate.

16 UNIDENTIFIED VOICE: Cumberland.

17 UNIDENTIFIED VOICE: Johnston.

18 MS. McNAUGHTON: Great. Good. Well,
19 we really appreciate your being here tonight.

20 That's great.

21 Okay, first program is the Energywise
22 Program. That's a program where we get --
23 actually come out to your home. A few years ago
24 we had a limit, you had to use a certain amount

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1 of electricity in order to participate. That
2 limit no longer exists. So anyone can
3 participate in this program if you're interested.

4 We actually go out to bid for this
5 program. RISE Engineering is the vendor we
6 selected. They'll go out to the home, look for
7 opportunities to save electricity; and in
8 electrically heated homes and apartments we
9 concentrate on hot water savings, air cooling,
10 and insulation and thermostats. But any customer
11 can receive lighting or refrigerator upgrades.
12 If you have an inefficient refrigerator, we will
13 provide a significant incentive to replace a
14 refrigerator. If you haven't participated in the
15 Energywise Program, we've got the toll free
16 number here, you're welcome to participate.

17 This is a blower door on this side of
18 the slide. This would be used in an electrically
19 heated home to measure air leakage and help us to
20 determine what kind of retrofit work would be
21 needed. An energy advisor can provide
22 information and thoroughly examine your home.
23 Electric homes will receive rebates of up to
24 \$7500 for insulation and air sealing. Some

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1 customers are eligible for 2 percent loans for
2 insulation and Energy Star windows.

3 Does anybody have any questions about
4 the Energywise Program?

5 The next program is the Appliance
6 Management Program. This is an income eligible
7 program. You need to have an income under a
8 certain amount in order to participate; and it's
9 very similar to the Energywise Program. It
10 includes refrigerator replacement, appliance
11 analysis and education. And this program is in
12 partnership with the Rhode Island State Energy
13 Office and also local community agencies.

14 I'm just going to read off the list of
15 community agencies, because you may be familiar
16 with one in your community: Blackstone Valley
17 Community Action; Comprehensive Community Action
18 Program in Cranston; South County Community
19 Action; West Bay Community Action; Tri-Town
20 Community Action. Those are the local agencies
21 who participate with us in offering these
22 services.

23 So I wanted to ask if anybody in the
24 room had participated in either the Energywise or

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1 the Appliance Management Program. Is there
2 anybody here who participated in that program,
3 either of those two programs? Great. Very good.

4 We really appreciate you being here.
5 If you have comments on these programs, you can
6 bring it up now, or we'll talk about it at the
7 end.

8 MR. RAFFERTY: My name is Mark
9 Rafferty.

10 MS. McNAUGHTON: What town?

11 MR. RAFFERTY: I'm from Smithfield. My
12 mother, she just purchased Energy Star appliances
13 and she got rid of some older ones. Is there any
14 kind of a rebate or anything they do on that?

15 MR. McNAUGHTON: I'm going to talk
16 about that in a second. So why don't you just
17 wait; but that's okay.

18 MS. ZULLER: I participated in the
19 program. I got a refrigerator and some lights;
20 and I'm already saving money. Beverly, Warwick.
21 I'm using more electricity, and it's costing me
22 less.

23 MS. RAPOSO: My name is Tina. And I
24 wanted to know if you can -- if you're a renter,

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1 is it possible to get on the program even if
2 you're renting?

3 MS. McNAUGHTON: Yes.

4 MS. RAPOSO: Which would make the
5 landlord be more responsible for the energy used?

6 MS. McNAUGHTON: Well, does the
7 landlord pay the electric bill, or does the
8 tenant?

9 MS. RAPOSO: I do.

10 MS. McNAUGHTON: You pay it. You
11 definitely can participate in any of these
12 programs if you pay a Narragansett Electric bill.
13 Depending on your income, you might be eligible
14 for the Appliance Management Program. If not,
15 you can go through the Energywise Program.
16 Again, on this sheet you can call either of these
17 numbers, Energywise or Appliance Management.

18 MS. HALLSTROM: Diane from Pawtucket.
19 What sort of things would the Energywise Program
20 do if you don't have an energy heated home?

21 MS. McNAUGHTON: If you don't have an
22 electrically heated home, what we would
23 concentrate on would be seeing if your
24 refrigerator is inefficient. If it was

1 inefficient, we would offer you an incentive to
2 replace it.

3 We would also look at the lighting; and
4 if your lighting is inefficient, you know, we
5 might be able to offer you some incentives for
6 replacing that.

7 We also have a 2 percent loan
8 available. So even if you don't heat with
9 electricity, you can apply for one of the 2
10 percent loans; and you can use that to pay for
11 insulation and Energy Star windows.

12 Again, if you're interested in that,
13 and you're sitting right next to Vin Graziano who
14 works for RISE Engineering, you can talk to him.
15 Did I miss anything, Vin?

16 MR. GRAZIANO: The whole building
17 envelope would be covered as well as any
18 electricity.

19 MS. NEVEU: I have a question about the
20 Appliance Management Program.

21 MS. McNAUGHTON: Could you actually
22 stand up so that the stenographer can hear you.

23 MS. NEVEU: When you say "low income,"
24 how low does your income have to be?

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1 MR. LEGG: How many people in your
2 family?

3 MS. NEVEU: Two.

4 MR. LEGG: Two in the household. The
5 income levels vary a little bit. The guidelines
6 are back there.

7 MS. McNAUGHTON: So if you're
8 interested in that, in the Appliance Management
9 Program, we do have a packet back there on that
10 table, the blue and orange, so help yourself to
11 one of those; and it does have all the
12 information about income eligibility.

13 MR. LEGG: Just for everybody's point
14 of reference, a household of two, annual income,
15 \$26,000.

16 MS. NEVEU: Is that gross?

17 MR. LEGG: Yes.

18 MS. NEVEU: Is it gross, or is it
19 adjusted gross?

20 MR. LEGG: It's gross.

21 MS. NAHIGIAN: I'm Ann from Warwick.
22 My refrigerator is freezing everything up. Does
23 that mean I need a new one?

24 MS. McNAUGHTON: Her refrigerator's

1 freezing everything up. Not necessarily.
2 There's a temperature control in your
3 refrigerator. It could be that that needs to be
4 adjusted so that it's just basically the
5 thermostat is keeping things too cold. But if
6 you'd like us to send somebody out to check it
7 for you, we could do that.

8 MS. NAHIGIAN: Okay, thank you.

9 MS. McNAUGHTON: Again, you'll want to
10 call the Energywise number. I'm going to move
11 on; and, again, if you have other questions,
12 we'll get to them at the end. We've got lots of
13 time for that.

14 Energy Star. How many people have seen
15 the Energy Star label? Great. Good. Well,
16 actually we should all raise our hands because
17 it's right up there. But you knew what I meant.
18 I meant someplace else. So that was good. So --
19 can somebody tell me what Energy Star is?

20 MS. HALLSTROM: Energy Star is a rating
21 that tells you how much electricity your
22 appliance would use.

23 MS. McNAUGHTON: Right. Very good.
24 And it's also, again, right up here, if anybody

1 wanted to read it, it is a rating of high
2 efficiency appliances, as Diane said. It's a
3 program of the Environmental Protection Agency
4 and Department of Energy. Narragansett Electric
5 is an Energy Star partner. And the Energy Star
6 label is a national symbol for energy efficiency.
7 And as you saw from our program list, you can
8 practically get everything Energy Star. You can
9 get an Energy Star home and all kinds of Energy
10 Star appliances. And I'm going to talk about
11 that in a little more detail.

12 First I'm going to talk about Energy
13 Star homes. And there is information in the back
14 about Energy Star homes, so if you're interested
15 in that, pick up one of these brochures. And
16 also feel free to talk to us after the meeting if
17 you have specific questions.

18 This is a program that provides
19 incentives for you to build a very energy
20 efficient home. It's a nationally recognized
21 program. You will get a house that will cost
22 less to run, be more durable, have higher levels
23 of comfort and be a more safe place to live. And
24 we do provide incentives and technical support.

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1 Any questions on the Energy Star homes?

2 MR. HUBEN: My name is Herschel Huben
3 from Warwick. Are the wires from the pole, are
4 they run to the house, or underneath,
5 underground?

6 MS. McNAUGHTON: That's actually a
7 question I know nothing about. The question was,
8 do the wires from the pole run to the house or
9 underground. Usually I think the electric
10 service from the pole is above ground.

11 MR. HUBEN: Sometimes they can run it
12 underground.

13 MS. McNAUGHTON: Sometimes they can run
14 it underground if there's a specific situation
15 with a specific development or the town. Anybody
16 else have a better answer?

17 MR. HANNA: Laura, that can be either.
18 That doesn't have any reflexion whether the
19 home's Energy Star or not. An Energy Star could
20 have above ground or underground.

21 MS. McNAUGHTON: Hosanna.

22 MS. DERDERIAN: I was in a neighborhood
23 where all the electric was underground rather
24 than electric poles; but it was a new

1 development.

2 MS. McNAUGHTON: There are developments
3 where everything is underground.

4 MR. LEGG: Laura, can you repeat that.

5 MS. McNAUGHTON: Hosanna said she's
6 aware of new developments where all the electric
7 is underground.

8 UNIDENTIFIED VOICE: If you build an
9 addition, can you take advantage of any of these
10 Energy Star?

11 MS. McNAUGHTON: Jerry.

12 MR. HANNA: We can give you all the
13 information to make your addition more
14 comfortable. In order to be an Energy Star home,
15 an existing home, it's basically a gut, rebuild.
16 You have to gut it out.

17 MS. McNAUGHTON: It's pretty much
18 primarily for new construction.

19 Energy Star lighting. Oh, the thing I
20 forgot to mention is we're having an Energy Star
21 raffle tonight. So at the end of the meeting
22 we're raffling off everything at the back table,
23 which includes Energy Star torchiere lamps,
24 Energy Star sweat shirts, Energy Star caps. So

1 if you didn't get a raffle ticket and you want
2 one, just go out to the table in front of the
3 door, and you can get one and you'll be included
4 in the raffle. So hopefully you'll get a chance
5 to bring home a little Energy Star with you
6 tonight.

7 Energy star lighting. The light bulb
8 that you received tonight is an Energy Star light
9 bulb. We do have rebates in the stores for
10 Energy Star light bulbs and fixtures. They'll
11 either be at the cash register, a rebate of two
12 to \$4 for light bulbs, and for fixtures ten to
13 \$20. Again, sometimes we also work with
14 manufacturers and provide the rebate before you
15 actually pay for it. So sometimes it's a deal
16 for the manufacturer to bring the price down,
17 other times you'll see direct rebate coupons in
18 the stores. And just as an example, again,
19 Energy Star light bulbs, compact fluorescent
20 light bulbs use much less energy than an
21 incandescent. A 20 watt Energy Star bulb is
22 going to save \$35 over its lifetime and it has
23 the same output as a 75 watt bulb.

24 We also have -- if it doesn't work for

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1 you to go to a retail store, we have many
2 participating in Rhode Island. Do we have a
3 sense how many we have in Rhode Island?

4 MR. BARDHI: We probably have 50 or 60.

5 MS. McNAUGHTON: We probably have fifty
6 or sixty stores that are participating. But we
7 also have a catalog. So if it's not convenient
8 for you to go to the store, we have a catalog;
9 and the rebates are automatically applied with
10 the catalog price. And we have catalogs in the
11 back.

12 MS. RAPOSO: Do you have bulbs, you
13 know, for recessed lighting?

14 MS. McNAUGHTON: That is such a good
15 question. We do have bulbs in recessed lighting;
16 and they're actually -- the manufacturers are
17 responding to that need, and there'll be some
18 even better products coming out soon. I've seen
19 it from the manufacturers. I'm not sure it's at
20 the stores yet. Peter?

21 MR. BARDHI: Hotels must save thousands
22 in a year.

23 MS. McNAUGHTON: If you look at the
24 hotel fixtures carefully, many of them are

1 already energy efficient; but it doesn't look
2 like these are. Peter has a little more
3 information.

4 MR. BARDHI: The catalogs contain bulbs
5 for those type of applications. The only problem
6 is they're not available for dimmers. So if you
7 have recessed lamps in dimmers, you can't use
8 these products yet.

9 MS. RAPOSO: Not a dimmer, but it's in
10 my apartment. It's not like I chose to have a
11 recessed light; but I do know from the past that
12 they're not efficient at all. If you get those
13 in this Energywise, it would be terrific.

14 MR. BARDHI: We also do have a supply
15 of catalogs in the back of the room, so pick them
16 up on your way out.

17 MS. McNAUGHTON: How many people -- how
18 many participated in the residential lighting
19 program? Again, you can participate every year.
20 We don't have a limit. The thing about this is
21 they last a long time.

22 MR. BARDHI: Everybody's a participant.
23 We've given out light bulbs to everybody.

24 MS. McNAUGHTON: Energy Star

1 appliances, we have some great rebates available.
2 We have some short-term rebates and some
3 all-the-time rebates. And these are all in the
4 back of the room. So for some Energy Star
5 clothes washers we have a short-term hundred
6 dollar rebate. It goes until July 15th. It's on
7 specific manufacturers, specific models,
8 Frigidaire, Maytag, GE, Kenmore. That's a
9 hundred dollars off an Energy Star clothes
10 washer. If the one that you want isn't in this
11 list or you buy it after July 15th, there also is
12 a \$50 rebate all the time. So anytime you go to
13 a store and buy a clothes washer, if you buy an
14 Energy Star clothes washer you get a \$50 rebate.
15 So these, all these rebate forms are in the back
16 of the room, so help yourself.

17 And then we also have a \$25 rebate on
18 Energy Star room air conditioners. So, again, if
19 you're going to buy a room air conditioner, get
20 an Energy Star air conditioner. It will save you
21 money and we can give you \$25 off. That's a very
22 short-term rebate. Yeah, it's May 31. That is
23 like next week. If you're interested in an
24 Energy Star air conditioner, you want to make

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1 that purchase right away.

2 MR. BARDHI: You can get up to two.

3 MS. McNAUGHTON: Okay, you get two.

4 Any questions about Energy Star appliances?

5 Now I'm going to talk a little about a
6 central air conditioning program called Cool
7 Choice. It's an Energy Star air conditioner.
8 This program's for central air conditioning and
9 heat pumps. This is for existing homes. So if
10 you already have an air conditioner, a central
11 air conditioner, or you're planning to install
12 one in an existing home, we can give you a rebate
13 anywhere from \$370 for \$550. This is for high
14 efficiency units. And as part of this program
15 we'll also make sure it's installed correctly,
16 we'll make sure the contractor sizes it the right
17 way, checks to make sure it's working properly,
18 and we'll get documentation that they have done a
19 good job on the installation. This is a new
20 program. This is a great program for anyone
21 who's thinking about adding central air
22 conditioning or replacing existing central air
23 conditioning or heat pumps; and we have all the
24 information, again, at the back table if folks

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1 have a question about that.

2 UNIDENTIFIED VOICE: If you already
3 have one, will they come out and make sure that
4 it's running efficiently?

5 MS. McNAUGHTON: We actually do that
6 as, more as part of the Energywise Program. Are
7 we still doing tune-ups?

8 MR. GRAZIANO: Uh-huh.

9 MS. McNAUGHTON: If you have an
10 existing air conditioner or heat pump, we can
11 check it through the Energywise Program.

12 UNIDENTIFIED VOICE: I have the
13 Energywise Program, but I don't recall them
14 checking the central air. Will they come out
15 again? Should I call again?

16 MS. McNAUGHTON: Yeah, call again.
17 Call the number, they can check on that for you.

18 Any other questions for central air
19 conditioning?

20 There's air conditioning, then there's
21 heating systems.

22 There's the question, why would
23 Narragansett Electric help customers save
24 electricity. There's a stranger question than

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1 the electricity question. Why would Narragansett
2 Electric help customers save oil or gas? Because
3 that's what we're talking about, oil or gas
4 heating systems. You all are paying for the
5 energy conservation programs. There's a little
6 charge on your bill every month for energy
7 conservation. And that's what actually funds the
8 programs that we're talking about tonight. It's
9 less than a quarter of a cent per kilowatt hour.
10 So I think it's a good investment for all our
11 customers. But you are paying that through your
12 electric bill. So we wanted to make sure that we
13 had programs that would address all energy usage;
14 because a lot of customers don't heat with
15 electricity. So, again, this program is in
16 cooperation with the Rhode Island State Energy
17 Office. We have rebates available on high
18 efficiency heating systems. This is a very
19 popular program, so we tend to run out of money
20 in this program. So the rebates are not always
21 available; and the amounts that are available as
22 rebates may vary.

23 I am happy to report, however, that the
24 program is open now and we are continuing the

1 \$500 rebate. So if you are thinking about
2 replacing a heating system or you know someone,
3 you should call the Rhode Island State Energy
4 Office; and that number is right here. Any
5 questions about Energy Star heating systems?
6 Okay.

7 Oh, great. I guess I talked kind of
8 fast. That's very good. We are now at the end
9 of the formal presentation; and this is the time
10 when I really want you to ask questions, I want
11 to answer any additional questions that you have,
12 and I want to see if anybody has any suggestions
13 on how we could improve our energy efficiency
14 programs, if there are things that you think are
15 missing, if there are -- you got a service but
16 you really wish they'd done something else or you
17 think they missed something would be incredibly
18 helpful, so.

19 MS. RAPOSO: Do you get in touch with
20 owners of apartment complexes and small apartment
21 house places, not just the private residential?

22 MS. McNAUGHTON: Yes, we absolutely do.
23 The Energywise Program also serves complexes,
24 multi-family building complexes, smaller

1 complexes. There does tend to be a little bit of
2 a waiting period for those services because
3 they're very popular. So we don't necessarily do
4 a lot of marketing of that service. It's usually
5 more word of mouth. But, for example, if you
6 lived in a complex and you wanted to participate,
7 you wanted the building to participate, you can
8 either, you know, call the Energywise number and
9 tell us who the owner or management company is;
10 or better yet, ask the owner or management
11 company to call the Energywise number. We do try
12 to help track down owners of complexes; but it's
13 not always easy. And I don't know, Bob, who's
14 passing out evaluation forms, or Vin, if there's
15 anything you'd like to add about that.

16 MR. O'BRIEN: That's it, just call the
17 number and give the people the information,
18 somebody will get in touch with you and let you
19 know the status. In some cases we've already
20 served the facilities in the past, so we won't be
21 going back because we've already done everything.

22 MS. RAPOSO: It's only five apartments.
23 It's only five apartments. I know they don't
24 care about the energy savings. The windows and

1 everything, it's so bad. They said, "Well, your
2 heat's included in your rent, just push it up"
3 instead of fixing the windows. They're not
4 really concerned about energy conservation. I
5 would like somebody to get in touch with them and
6 smarten them up a little bit.

7 MS. McNAUGHTON: There's lot of people
8 we'd probably like to smarten up.

9 MS. RAPOSO: They can save some money.

10 MS. McNAUGHTON: All we can do is offer
11 the service. Obviously the owner or property
12 management company has to --

13 UNIDENTIFIED VOICE: You know, when
14 people say don't keep turning on and off the
15 lights, leave it on, it's cheaper that way, you
16 know, instead of keep turning it on and off, a
17 light --

18 MS. McNAUGHTON: No, it's always
19 cheaper to turn the light off. But, you know,
20 the big savings in your home are typically not
21 from lighting. They're typically going to be
22 your heating, your cooling, your water heater,
23 your refrigerator. So even if you're very good
24 about turning the lights off, you may not see a

1 big difference on your electric bill; but it's
2 always cheaper to turn them off. So it just,
3 again, if you're talking about -- it may not use
4 all that much compared to some of the other
5 things in your house.

6 UNIDENTIFIED VOICE: Is it cheaper to
7 turn it off for ten or 15 minutes, or leave it
8 on?

9 MS. McNAUGHTON: It's always cheaper to
10 turn it off.

11 UNIDENTIFIED VOICE: Even for ten or 15
12 minutes?

13 MR. CONDON: A two-part question with
14 regard to Energywise. Is a homeowner eligible to
15 receive a 2 percent loan to do the work
16 themselves if they want to install conservation
17 measures?

18 And the second question, can any Rhode
19 Island licensed contractor that installs measures
20 that are in the Energywise programs, are they
21 eligible; or do you have to have a contract to do
22 that program to offer the rebates?

23 MR. O'BRIEN: I can answer the second
24 part. Yes, anybody that's licensed can do the

1 work.

2 MR. CONDON: What's the process for
3 that?

4 MR. O'BRIEN: Call RISE Energy.
5 Do-it-yourself, we haven't had any cases. Have
6 we had any do-it-yourself?

7 MR. GRAZIANO: I think technically you
8 could get a loan to finance the cost of the
9 materials. If you were to buy the materials, I
10 believe they would be eligible. You couldn't
11 borrow money to reimburse yourself for your own
12 labor. If you -- somebody wanted to buy some
13 material, I'm almost positive that the bank will
14 allow the financing of your products to do it
15 yourself.

16 MR. CONDON: I say that because I get a
17 lot of calls about rebates on windows, which a
18 couple of years back you did offer; and at this
19 point there's a lot of times even at the retail
20 level, there's lots of sales going on, it would
21 be a great opportunity for a homeowner to do that
22 themselves if they had that ability.

23 MS. McNAUGHTON: I just want to remind
24 people that if you want to participate in the

1 raffle, don't go yet. We're getting down to the
2 end, which is remarkable. And we will answer
3 everybody's questions; but I just wanted to say,
4 stay for the raffle. You have to be present to
5 win.

6 Hosanna.

7 MS. DERDERIAN: I have a forced hot air
8 system, and in the winter I use gas but it's also
9 adopted for air conditioning; but I use
10 electricity as well as gas. Now would that come
11 under the Energywise audit?

12 MS. McNAUGHTON: Yes. Hosanna's
13 question is she has a forced hot air heating
14 system and it's got air conditioning combined as
15 part of that, which is electric. So if you are
16 just interested in, yes, getting general
17 information about the energy use in your house,
18 you do want to go through the Energywise Program.
19 So we will be able to help you.

20 UNIDENTIFIED VOICE: You have to use a
21 certain amount of electricity to get the
22 thermostats from RISE Engineering?

23 MS. McNAUGHTON: You have to heat with
24 electricity.

1 UNIDENTIFIED VOICE: Heat with
2 electric. Is there a certain amount of electric
3 you have to consume to get the setback
4 thermostats?

5 MS. McNAUGHTON: That's a good
6 question. As long as you have installed electric
7 heat.

8 UNIDENTIFIED VOICE: If I call RISE, it
9 will be no problem?

10 MR. O'BRIEN: I didn't hear the
11 question.

12 MS. McNAUGHTON: He's interested in
13 replacement thermostats. He's got electric heat.
14 Are we doing that just on our own; or do they go
15 through the whole Energywise Program? You call
16 and request from the Energywise service.

17 UNIDENTIFIED VOICE: It doesn't matter
18 what the amount of kilowatt hours a month you
19 use?

20 MR. O'BRIEN: Not anymore.

21 MS. McNAUGHTON: These things are
22 changing. We're trying to be responsive to
23 people.

24 Are there any other questions? Erich.

1 MR. STEPHENS: Every year thousands of
2 Rhode Islanders get shut off from electricity
3 because they're unable to pay their bills.
4 Obviously it's a problem for them. It's also a
5 problem for the company, Narragansett; because
6 you gave electricity and you're not being paid
7 for it. I'm wondering what, if any, of these
8 programs -- if you thought of any new program to
9 target those buildings or facilities that seem to
10 have higher incidences of shutoffs so that you
11 could sort of leverage the efficiency going in to
12 help prevent this problem; because it's a problem
13 for everybody.

14 MS. McNAUGHTON: I think the Appliance
15 Management Program is a really good solution for
16 customers who are having a hard time paying their
17 electric bills. So our customer service folks
18 when they talk with someone who's having
19 difficulty paying their electric bill, if they do
20 meet the income criteria, they do try to
21 encourage them to participate in the appliance
22 management program. If they don't meet the
23 income criteria, the customers could still
24 participate in Energywise. So we have -- our

1 customer service folks do make that connection
2 for people when they're talking to them.

3 MR. STEPHENS: Have you looked at
4 seeing if there's particular buildings or
5 facilities that have a higher incidence of
6 shutoff that might benefit from the target
7 program?

8 MS. McNAUGHTON: I haven't; because,
9 again, I work in the energy efficiency side of
10 the business. But that's certainly something
11 that, you know, I can check with customer service
12 and see if they've done that kind of analysis.

13 MR. STEPHENS: Because I'm hearing this
14 woman on the other side of the room who's saying
15 her landlord just doesn't care. Okay, she
16 doesn't pay the gas bill, she's paying
17 electricity. Maybe these buildings are just
18 impossible to heat and light efficiency.

19 MS. McNAUGHTON: Right. That's a
20 helpful comment.

21 MS. GOODALE: My name is Cindy; and I'm
22 from Warwick. Okay, I was sort of forced to move
23 out of a house because of a financial reason. I
24 couldn't afford to pay the electricity. When I

1 called them up and said I was moving into a
2 mobile home, well, they turned off the trailer,
3 the electricity in the trailer because I didn't
4 pay the bill and they didn't have a bill. Well,
5 my pipes burst, and this is the middle of winter
6 and I had to spend all this money with pipes. I
7 was not too pleased. I thought they weren't
8 allowed to shut off the electricity in the middle
9 of winter. I said that I paid it. I said that I
10 would pay it, and I did. Until they got the
11 record they had to shut it off; and I told them
12 to transfer the thing, and they shut it off
13 anyway.

14 MS. McNAUGHTON: I'm very sorry that
15 you had that experience.

16 MS. GOODALE: Consequently I don't like
17 my mobile home because of it. I thought there
18 was a law they couldn't shut off the electricity
19 in the middle of the winter.

20 MS. McNAUGHTON: Typically for the
21 existing customer there is some protection in the
22 winter; but I'm not sure, unfortunately, when
23 you're moving into a new place.

24 MS. GOODALE: I said that I would pay

1 the bill, and I did. They did not have a record;
2 but still they shouldn't have shut it off.

3 MS. McNAUGHTON: I appreciate you
4 giving us that information. I will pass that
5 back to the folks who work on that side of the
6 business; and if there's anything -- when we're
7 done with this formal part of the meeting, if
8 there's anything else I can do to help you more.

9 MS. GOODALE: I'm not too pleased with
10 the electric company.

11 MS. McNAUGHTON: Dave is happy to talk
12 with you a little more now; or did you want to
13 wait until the end of the meeting? Whenever you
14 want to do it. Now, that's fine.

15 Those are helpful comments. Are there
16 other questions or comments?

17 UNIDENTIFIED VOICE: Do you offer
18 reduced rates for appliance use during nonpeak
19 hours?

20 MS. McNAUGHTON: Narragansett Electric
21 does have a time-of-use rate; but you really have
22 to be able to shift a lot of your usage to the
23 off-peak time for it to really work out well for
24 you. So that is the, what we call the

1 time-of-use rate is available; and that is the
2 only availability for providing incentives for
3 using electricity off peak.

4 UNIDENTIFIED VOICE: What are the
5 off-peak hours?

6 MS. McNAUGHTON: It's like a 16 hour --

7 MR. O'BRIEN: 9 p.m. to 9 a.m.

8 MS. McNAUGHTON: Say it again, Bob.

9 MR. O'BRIEN: Nine in the evening, I'm
10 sorry, until 7:00 in the morning.

11 UNIDENTIFIED VOICE: And you have to
12 have 30,000 kilowatt hours a year.

13 UNIDENTIFIED VOICE: In relationship to
14 that 30,000 kilowatts a year, has Narragansett
15 Electric thought of using electricity for
16 heating, which if you figure right now is a bad
17 word, but with the new Energy Star homes and with
18 the efficiencies getting so great, it would seem
19 that it would be good use to start heating homes
20 with electricity and doing something with off
21 peak. I'm wondering if there's any programs in
22 the works for that.

23 And I'm also wondering if Narragansett
24 Electric is doing anything about the import of

1 electricity by using renewable sources.

2 MS. McNAUGHTON: I can answer.

3 Narragansett Electric doesn't have any incentive
4 programs to encourage people to use electric
5 heat. If you use electric heat, you pay the same
6 amount as all other residential customers do at
7 this time. We haven't tried to offer any
8 incentives. And we don't because rates are
9 somewhat out of our control, as you probably
10 know, Narragansett Electric no longer owns power
11 plants. We just distribute electricity. I think
12 as customers have an opportunity to choose a
13 competitor supplier at a lower rate, there may be
14 some opportunities there. But right now even
15 with a pretty efficient home it still is more
16 expensive to heat with electricity than other
17 fuels. So we don't have any incentives at this
18 time. I think if things were to change, we would
19 look at it. It would need to be approved by the
20 Public Utilities Commission in order for us to
21 offer anything like that.

22 In terms of renewable resources, you
23 also contribute toward funding renewable
24 resources on the electric bill as well, the same

1 charge. That money is administered by the State
2 Energy Office. And they do have programs
3 available for renewable energy. Janice
4 McClanaghan is the director.

5 MS. McCLANAGHAN: There is State tax
6 credits that are available right now. So if you
7 put in solar, the incentive is \$5 a watt for
8 solar and \$1.50 for wind.

9 UNIDENTIFIED VOICE: Five dollars for
10 solar?

11 MS. McCLANAGHAN: Five dollars a watt.

12 MS. McNAUGHTON: So Janice said there
13 are incentives available for renewable energy.

14 MS. NAHIGIAN: That money that people
15 send in to help the electric bills, does it
16 really help?

17 MS. McNAUGHTON: Yes. I think you're
18 talking about the special fund that we often add
19 in our bills. That is a matching fund. And,
20 yes, it helps people. There is assistance
21 available from the State; but there are many of
22 us who do not meet the income requirements for
23 the State and still have a hard time paying our
24 utility bills. So that fund definitely does

1 help; and it is called the Good Neighbor Energy
2 Fund. That definitely is a tremendous help if
3 you can do that. It goes to folks who need the
4 assistance and could go to any one of us at
5 anytime.

6 MS. NAHIGIAN: Do they get a good
7 amount?

8 MS. McNAUGHTON: Yes. Yes, people are
9 very generous. So we do collect a lot of money.
10 It actually is administered by the Salvation
11 Army. They actually administer it, make it
12 available to folks in need.

13 Any other questions or comments?

14 UNIDENTIFIED VOICE: I just wanted to
15 know about the summer; because it's probably
16 going to be very hot. And I know when you run
17 air conditioning, especially at nighttime during
18 peak hours, they're always telling us to try to
19 conserve. I just wanted to know if there was
20 anything if the electric company was doing for
21 the businesses, you know, so that residential
22 customers don't have to go without air
23 conditioning. And then it just seems some places
24 are so cold, you go into a store and you're

1 freezing, but then you go to your house and
2 they're telling you we're going to have a
3 blackout, we can't use our air conditioner.

4 MS. McNAUGHTON: What I hear is last
5 summer was unusually hot. I hear that this
6 summer is going to be normal. But that and 5
7 cents won't buy you a cup of coffee. I mean, the
8 weather changes all the time. I can't predict
9 the weather. Anytime there is, you know, the
10 possibility for, you know, hitting a high peak, a
11 lot of power use on a specific day, we always
12 call large customers and ask them to do whatever
13 they can to lower their electric use. So
14 actually even before we, you know, would say
15 something on the radio asking people to conserve
16 electricity, we do make that request of specific
17 customers. Not all of them follow through; but
18 many of them are very responsive. And typically
19 by about 7 o'clock at night, you know, the
20 problem is over. It's that late afternoon time
21 when all the buildings and malls and everything
22 are still being cooled and we're all going home
23 and turning on our air conditioning. If you can
24 wait till 6 or 7 o'clock until you turn your air

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1 conditioner on, that makes a tremendous
2 difference. But, again, we can only ask
3 customers to change their behavior. They don't
4 always choose to do so.

5 Anybody who hasn't asked any questions
6 yet. Then we can have Cindy and anybody else.

7 MS. GOODALE: Okay, my husband when he
8 was alive, he use to say I use to watch the TV
9 and I'd fall asleep and run it all night, he use
10 to say it was wasting electricity. He tried to
11 put it on a timer. I bypassed the timer, wake
12 up, turn it back on and sleep with it till the
13 morning. Is it true, does it waste electricity?
14 I mean, it's become my personal baby-sitter.

15 MS. McNAUGHTON: You know, we get what
16 we pay for with electricity. It's wonderful --
17 thank goodness we're not in Iraq, we have
18 electricity. It's wonderful to have all the
19 conveniences that we have with lighting and
20 radios and televisions, so --

21 MS. GOODALE: Thank God for cable too.

22 MS. McNAUGHTON: There you go. But
23 let's not get started on those cable bills.
24 We're not going to talk about that tonight. If

1 you like having the television on, if you want to
2 have a security light on all night outside of
3 your house, obviously, that's what makes you
4 comfortable.

5 MS. GOODALE: I'm alone, so the TV has
6 become my baby-sitter. He wasn't too pleased.
7 He hooked it up to a timer. I waited till he was
8 snoring and I turned it back on.

9 MS. McNAUGHTON: So if your electric
10 bill is reasonable for you --

11 MS. GOODALE: It's pretty reasonable
12 now.

13 MS. McNAUGHTON: -- and you're enjoying
14 having the television on all night, then have the
15 television on all night. You know, it's up to
16 you. Diane.

17 MS. HALLSTROM: The solar rebate, is
18 that onto a rebate type scenario?

19 MS. McNAUGHTON: Diane was asking about
20 the solar rebate.

21 MS. HALLSTROM: Is that done through a
22 rebate scenario?

23 MS. McCLANAGHAN: There's a rebate
24 that's separate from a tax credit; but you can

1 apply for both.

2 MS. McNAUGHTON: Again, the Rhode
3 Island State Energy Office can help you with
4 that. That number is at the bottom. It's under
5 heating systems. That's okay, you can call them
6 about this too on this sheet. So they'll be able
7 to give you more information.

8 UNIDENTIFIED VOICE: Anything on wood
9 stoves or anything like that?

10 MS. McNAUGHTON: No, I'm not aware of
11 any programs on wood stoves.

12 MS. McCLANAGHAN: There isn't any right
13 now.

14 MS. McNAUGHTON: Sorry.

15 UNIDENTIFIED VOICE: My question is
16 this here, I recently bought one of those high
17 energy Energy Star washers. The incentives
18 should be for the sales people -- I bought mine
19 at Sears. The incentive should be and is not in
20 place where you buy something like this, a
21 product, and you pay more money for it than a
22 standard item, the Energy Star costs you more,
23 the Energy Star plaque, what the sales people
24 don't do is set it up for you so it makes it a

1 lot easier. They give you a bill, the electric
2 company wants all your electric bills for two
3 months, the gas company wants the gas bills.
4 They get you so discouraged, that you don't do
5 it. If you look at the people that send in their
6 rebates and send it back, it's probably 20, 25
7 percent. They get discouraged. If you're not
8 really organized with stuff like that, you're not
9 going to do it. So it should be Narragansett
10 Electric alongside companies that sell energy
11 efficient equipment, air conditioners, washers,
12 so forth, they should have program where you buy
13 the product, it should be set up so it's easy,
14 all you have to do is mail it in.

15 MS. McNAUGHTON: So you would like it
16 to be easier to actually redeem the rebates. It
17 is the case that, you know, stores very much
18 favor the mail-in rebate concept and aren't
19 usually interested in taking off rebates from the
20 bill when it's a large item. It's one thing for
21 2 bucks off a light bulb, they'll do an instant
22 rebate for that. When you're talking about 50, a
23 hundred bucks for a clothes washers, the retail
24 stores haven't been that interested in providing

1 that up front. But that's certainly a good
2 comment. And we'll see if there's a possibility
3 there to make it easier for consumers. That's a
4 good comment.

5 Are there other questions or comments
6 at this point?

7 MS. GOODALE: I'm not really, cause my
8 husband was energy conscious, so one time our
9 toilet broke, he got an energy saving toilet --

10 MS. McNAUGHTON: Oh, the water saving
11 toilets. So, you know, it's sometimes the case
12 that technology that tries to save water or
13 energy gets to the market and isn't quite ready
14 for prime time.

15 MS. GOODALE: Everything he had was
16 energy efficient.

17 MS. McNAUGHTON: Hopefully at least
18 some of it worked.

19 MS. GOODALE: A little bit. Not the TV
20 though.

21 MS. McNAUGHTON: Lynn, you're the last
22 question.

23 MS. NEVEU: I forgot what you guys said
24 about the off-peak hours. What are they again

1 please?

2 MR. O'BRIEN: Nine in the evening till
3 7:00 in the morning.

4 MS. NEVEU: That's the cheaper time to
5 use. So if you got to do laundry, you can do it
6 at night?

7 MS. McNAUGHTON: If you're interested
8 in that, call Narragansett Electric. Most of the
9 time you're better off staying on the standard
10 rate. You can certainly call and ask for that
11 analysis to be done.

12 MR. MYERS: I want to commend
13 Narragansett Electric. I'm a teacher in
14 Woonsocket and you support my program. We build
15 energy efficient homes for low income first-time
16 home buyers through our school. We teach
17 students about energy efficient construction; and
18 you've been a tremendous partner for us. And our
19 students have gone to energy efficient seminars
20 on how to build and things like that; and you've
21 been a great, great partner for us.

22 MS. McNAUGHTON: Thank you very much.

23 (APPLAUSE)

24 MS. McNAUGHTON: The work that

1 Woonsocket has done, the Woonsocket Vocational
2 School in terms of educating students to the
3 Energy Star building really has become a regional
4 model. So we're really proud, many other schools
5 are following your lead, so we're really proud to
6 be working with you as well. We really
7 appreciate it .

8 So at this point we're going to do the
9 raffle; and we are going to stay around. But
10 first you have to fill out your evaluation form.
11 So if you haven't already done so, please fill
12 out this green sheet now. Anybody else need an
13 evaluation form?

14 (ADJOURNED AT 8:05 P.M.)

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C E R T I F I C A T E

I hereby certify that the foregoing is
a true and accurate transcript of the Demand Side
Management Residential Public Forum, taken on May
21, 2003, at 7:00 p.m.

DONNA E. DUMONT, RPR/CSR
Notary Public, State of Rhode Island

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